

## FOCUS QUESTION: What is Fare Enforcement For?

Fare Enforcement Meeting #2 – 03.06.2019

### **CUSTOMER SERVICE**

- Customer is the #1 priority
- Customer focus – customer needs met first
- Collaborate with customers to maintain a positive and accountable rider experience
- Customer service

### **SAFETY**

- To keep passengers safe
- Sense of safety and security
- Visibility in the system
- Increase in safety, security on the train
- Security of passengers and train

### **ALIGNING WITH ST VALUES**

- Inclusion and respect – culture where everyone is treated fairly
- Safety – safest trip for every rider
- To ensure policies are enforced equitable

### **FARE RECOVERY**

- To ensure customers pay
- To deter fare evasion
- To ensure payment of fares
- Revenue recovery
- To ensure that payments are being made and revenues maximized through a process of fare checks in a barrier-free system
- Integrity of the proof of payment fare program through the enforcement of fares

### **POLICY / RULE COMPLIANCE**

- Rule compliance
- Cite people for nonpayment of fares, deter fare evasion (RCW)
- Enforce payment by riders

### **POSITIVELY INFLUENCING RIDER BEHAVIOR**

- Behavior modification

## FOCUS QUESTION: Is our current state working?

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### YES

- Fare recovery high, safety ratings high
- Customer service
- Fair
- Revenue recovery
- Straight forward
- Equitable
- Consistent
- Scrutinized
- Customer service oriented
- Passengers generally feel safe
- Data-backed evasion rate
- Repeat evasion rates
- Low customer complaints
- Increased ridership year after year (attributed partly to customers feeling safe)
- Fare evasion low based on how we measure
- Excellent fare evasion rate
- Infinitesimally small bias/profiling behavior
- Program considered a model in the industry

### NO / MAYBE

- Customer service aspect is not primary
- Maybe – does deter fare evasion but may have unintended consequences
- Low-income, unsheltered and PDC community generally disproportionately affected
- We don't have data on equity impacts of current system
- Inequitable consequences
- Politicians may not be informed of current state
- Political will for “criminalization” is decreasing
- Judge has expressed concerns about fairness
- Some people don't understand difference between Metro/ST – consistent systems critical
- Not changing some people's habits
- PERCEPTIONS:
  - Limited grasp of who doesn't pay, what happens in court
  - Citations are expensive, may not fit crime
  - Process burdensome and confusing
  - People with very low income cannot afford to pay but still have mobility needs – disproportionately impacted by fines
  - People do not know payment options, subsidies, benefits and programs available to them
  - People load card but 24-hour delay in loading which is difficult for people living day to day
  - People of color, limited english, folks with mental, developmental disabilities may feel unsafe interacting with officers and can experience bias
  - Inhumane treatment of people during cold weather events